

Season Pass Payment Plan Program

Frequently Asked Questions

If you have a question that is not covered here please contact us. Since the Park is closed for the season, we are available during business operating hours.

What is the Season Pass Payment Plan?

The Payment Plan is a simple monthly payment program designed to make Season Pass membership fit easily into anyone's budget. To enroll in the Payment Plan program, you must provide a valid credit card at the time of checkout. Payment Plan option is only available for online orders.

Are there any extra charges connected to the Payment Plan program?

We want memberships to be affordable for everyone, so we decided not to charge interest or finance fees. Your credit card company may charge interest.

When will my payment cycle begin?

Your credit card is charged at the time of purchase, so you should see account activity right away.

Is my monthly Payment Plan charge always the same amount?

It should stay the same throughout your initial membership period. Any taxes or processing fees will be added to your initial payment.

Can payments be made at the Park?

Since the Payment Plan option is only available for online orders, we are not able to accept payments in-person at the Park. All payments must be made by credit card through the online purchase portal.

Is there somebody at the park who can help me with my Season Pass account?

Since the Park is now closed for the season, please call (856) 783-0263, ext. 102 or email info@clementonpark.com for a Representative to assist you. You will need to know the last four digits of your credit card, billing zip code, phone number and confirmation number.

What if I need to change credit cards or my credit card is lost or stolen?

You can change the credit card number on your account by logging into the payment portal at <http://www.clementonpark.com/payment>.

I received a notice that my Payment Plan account has been suspended. What should I do?

To re-activate your account, visit <http://www.clementonpark.com/payment> to update your payment information or contact Guest Relations at your park for further assistance on how to reactivate your account.

May I cancel my Payment Plan account before my commitment term ends?

Members may not cancel during their initial term of commitment. Purchases are non-refundable and non-transferable. Should cancellation occur during that period, you'll be required to provide payment in full for each Season Pass purchased.

Can I remove a Season Pass member from my Payment Plan account?

You may not remove individuals from your account.

Can I change an individual on my account to a different credit card?

All individuals on one account must be charged to the same credit card. You can change the credit card number on your account if it is lost or stolen by logging into the payment portal at <http://www.clementonpark.com/payment>.

Is my Season Pass Membership transferable?

Season Pass memberships are not transferable at any time. Please note Clementon Park & Splash World reserve the right to cancel Payment Plan participation at any time.

When would I receive my Season Pass membership?

The purchaser will **not** receive the season pass membership vouchers until such time when **payment is made in full.**

Can I change the date of when the payments are made?

All monthly payments are processed on the same date of each month as the original purchase date. (For example: Purchases made on November 22 will incur payments on the 22nd of each month through April 30, 2013.) These dates cannot be changed.

If I buy other items along with my Season Passes, can I pay for them in monthly installments also?

Only Season Passes are able to be paid for in monthly installments. All other items added to your order must be paid for at check-out along with any applicable taxes and fees.